

THE REPORT

intervention, inc

August 2014

Intervention: Our Past, Present and Strategic Planning for the Future



Kristin Ritter,
Security Supervisor
ICCS-West
&
Levi Gunn
Case Manager Team Lead
ICCS-Kendall

Intervention has grown from a company focusing in technology in the criminal justice system to stretching across a multitude of facets in the criminal justice system and beyond. Intervention has established a total of 26 locations statewide.

As a growing company, Intervention established an executive leadership team consisting of a member from all facets within intervention.

The leadership team consists of Kelly Sengenberger (Chief Executive Officer),

Jim Greco (Chief Operations Officer), Julie Stransky (Director of Field Services), Gregg Kildow (Executive Director of Community Corrections), Judy Eaton (Director of Marketing), Randy Saucedo (Director of Victim Services), and Brian Gonzales (Director of Behavioral Treatment Services).

In 2013 the Executive Leadership Team began working on a strategic plan to identify areas where enhancements could be made.

In the fall of 2013 the leadership team went across the state to meet with all employees' companywide to obtain feedback to further identify areas for enhancement, and in April 2014 the programs managers met for a search conference and developed key strategic goals.

An additional part of the strategic planning was to create a new mission statement and core values that encompass all areas of the company from field services to community corrections. Intervention Inc.'s new mission statement states:

To enhance client success and public safety through quality integrated services and collaboration with community partners.

Intervention has also introduced the updated organizational core values which include Respect, Honesty, Integrity, Accountability, Responsibility, Professionalism, Compassion, and Empathy.

The executive leadership team and the program managers believe that keeping all Intervention employees and stakeholders informed on this exciting progress is vital to the success of the strategic planning goals.

All Intervention employees are encouraged to provide feedback and participate in the strategic planning committees.

Intervention also welcomes feedback from all stakeholders to enhance the company as we move forward and grow as a company.

Over the next three years Intervention will be working diligently to achieve the goals set forth by Intervention employees, supervisors, and leader-

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"...KEEPING ALL INTERVENTION EMPLOYEES AND STAKEHOLDERS INFORMED ON THIS EXCITING PROGRESS IS VITAL TO THE SUCCESS OF THE STRATEGIC PLANNING GOALS. "



A Welcome Letter from the CEO

Intervention is happy to present to you our inaugural newsletter!

The newsletter will be sent twice each year with information about the program activities at Intervention.

Our hardworking staff has prepared a unique look into what's happening with Intervention.

Intervention is a non-profit company and has been a quality human service provider since 1986. Our mission statement: ***"To enhance client success and public safety through quality integrated services and collaboration with community partners"*** is demonstrated on a daily basis by our staff of criminal justice and clinical professionals, who strive to develop and implement programming and services that enhance our client success and accountability.

Intervention in cooperation and collaboration with our community partners-- manages 23 criminal justice/human services locations providing probation, technology, monitored sobriety, and other criminal and non-criminal justice services. We provide clinical services to multiple jurisdictions, and operate 5 community corrections facilities. We have implemented victim services programming in our locations through the development of grants and research informed practices. We serve about 8000 clients in Colorado where we focus our services.

We are happy to showcase for you some current successes and services, and look forward to collaborating with all of our agency partners in the delivery of services that ensure continuity of care and client success.

I look forward to hearing from you anytime with questions or comments about Intervention and our services.

Please don't hesitate to contact me at 303-450-6000.

Please enjoy our newsletter!

Sincerely,
Kelly Sengenberger
CEO
Intervention

News and Updates from Field Services and Community Corrections

Intervention Field Services

Mike Uphaus, Senior Case Manager; Weld County

Intervention's Field Services Division has expanded since its inception in 1986 to now include 23 office locations, offering an array of programs designed to meet the needs of our customers.

Services include the supervision of lower risk offenders, electronic monitoring by means of various technology equipment and monitored sobriety testing. A comprehensive list of services provided in each location may be found by referring to the following link: www.int-cjs.org.

Services are provided in the 1st Judicial District by three Field Services offices located in Jefferson County: Golden, Green Mountain

and Arvada.

In addition to traditional probation supervision and random drug testing, a full range of technology monitoring programs are offered.

The Inmate/Out-mate Program, a specialized program for offenders with multiple DUI convictions, has been developed as a community-based sentencing option that combines intensive substance abuse treatment with specific supervision guidelines.

The Inmate/Out-mate Committee, comprised of representatives from Intervention and Probation, as well as jail counseling staff and treatment providers,

meets bi-weekly to discuss and review clients, program changes and any other issues that may arise.

In the 11th Judicial District, representing Chaffee, Fremont and Park Counties, services provided consist of supervision of probation clients and electronic monitoring. Monitored sobriety testing for Pretrial Supervision clients is also offered.

Additionally, technology equipment installations and removals are conducted for DOC and Judicial clients. A Useful Public Service Program has also been established for the referral of clients to placement agencies in order to meet Court requirements.

The Field Services office in the 12th Judicial District, consisting of six counties, provides traditional probation supervision, technology monitoring and DOC/Judicial equipment services.

The Useful Public Service Program services all six counties as well as the Alamosa Municipal Court. In addition, Intervention has contracted with Alamosa County to provide pretrial services, and is anticipating expansion of the pretrial services program to other counties within the District as well.

Intervention also provides drug testing specimen collection for all State Probation clients, as well as Family and Drug Court clients.

Intervention Community Corrections Services

Gregg Kildow, Director of Community Corrections

Intervention, Inc developed a proposal to assume the Jefferson County Community Corrections Contract in 2002. On December 1, 2002 we assumed operations as Intervention Community Corrections Services (ICCS). Approximately 220 clients are served at this location.

In 2008 ICCS began operations in Weld County Jail where we served clients until 2010 when we moved into a building of County design for community corrections. That program has grown to serving about 160 clients.

2011 welcomed the newly constructed female facility in Jefferson County. Over four years of property search, 1-½ years of design, and 11 months of construction culminated in ICCS West opening to serve near 95 female clients in the criminal justice system.

In late 2006, Intervention began working with the Seventh Judicial District to provide Field Services and Community Corrections services. Field Services was off and running in a positive direction while we struggled with four futile attempts at

citing a residential facility. In mid-2013 the Montrose County Sheriff offered to lease Intervention, their recently vacated Work Release Building. We assumed residential services on July 1, 2013.

The Tenth Judicial District abruptly ended a contract with one of three local providers in March 2013. Intervention investigated the possibility of providing our residential programming and services as a compliment to its long-standing Field Services program in the area.

Following a successful bid to provide community corrections services in the Tenth Judicial District ICCS Pueblo began operations on New Year's Eve, 2013.

ICCS provides a variety of programs in its facilities that are complimented by BTS' licensure in each facility. As we move forward ICCS looks forward to providing services to a wide range of stakeholders. The Intervention Administration appreciates the dedication of all the ICCS staff.

Updates from the Strategic Planning Committees

Executive Leadership Team

The Executive Leadership Team is comprised of a variety of company leaders and meets on a monthly basis.

Since January of 2014, the ELT has traveled across the state to meet with Intervention staff.

The ELT is currently working on avenues to

assist and guide the joint managers in the strategic planning process.

The members of the ELT are committed to increasing line staff involvement in the organizational change initiative.

The ELT has also directed senior management to communicate with

stakeholders and staff about the process, and will utilize training and tools they have been given to help external and internal stakeholders to be a part of the initiative.

The ELT is committed to less isolation of individual offices and facilities and

increased collaboration between programs and stakeholders..

We are excited for what the future holds for Intervention, and we are already seeing some great results from the organizational change effort.

Information Technology Committee

Through the understanding of our technology, its limitations and capabilities, and with the collaboration of others; our goal is to standardize and upgrade technological processes.

We want to be able to upgrade and integrate all departments company wide; as well as improve

communication with the IT department, along with increased communications between all departments.

So far, the IT Committee has created a survey for all the Intervention Supervisors and Program Managers to complete.

The purpose of the survey was to pinpoint and

identify specific and immediate IT needs. The IT Committee is now focused on addressing those immediate IT needs identified through the survey and hope to have that completed by August 1st.



Staff Retention Committee

By focusing on, creating, and implementing plans for on-boarding, wellness, and incentive packages, our goal is to increase our retention rates company-wide.

This will be accomplished by establishing a welcoming, supporting, and mentoring environment for all employees.

The retention committee met with employees of Intervention offices and conducted a

short questionnaire to obtain feedback along with gathering information on other companies retention packages and plans.

The following are areas that the retention committee is currently focusing on:

- On-boarding Plan
- Wellness Plan
- Incentives Plan

Each of the areas encompass a variety of aspects that the retention committee plans to steadily introduce to supervisors and employees over the next couple of years.

Staff Training Committee

The goal of the Staff Training Committee is to develop a training coordinator and implementation team that will address all aspects of training from onboarding through advancement within the organization. We hope to identify additional needs and enrichment resources to provide long-term learning.

By implementing standardized training, we will be able to allocate appropriate resources, be proactive managers, and provide continuity of care for clients ensuring confidence from our stakeholders.

The training team is currently completing a survey that will go out to the company to receive input on training gaps and strengths

based on information gathered from previous training feedback forms and interviews with staff members of all levels.

We are also compiling a current training inventory company-wide to establish crossover patterns. This committee is also focused on connecting with the other commit-

tees involved in the strategic planning to establish crossover work that is being completing in Human Resources related issues and technology resources.



Quality Assurance and Standardization

The goal of the Quality Assurance and Standardization committee is to achieve and maintain operational fidelity and financial viability.

We plan to accomplish this through the development and utilization of standardized practices and processes.

Additionally we will develop qualitative and quantitative performance and outcome meas-

ure. We will deliver services through sustainable evidence based and best practices.

In pursuit of accomplishing our goal, the committee has developed a generalized timeline, which structures the goal in five distinct phases. To date, the committee remains in the first phase of information gathering.

This segment challenges the committee to focus on operational issues directly related to client service delivery by

ICCS, Intervention Field Services, and Behavioral Treatment. For each area, the committee is gathering information on:

1. EBP's and fidelity measures currently in place
2. Key areas in need of standardization
3. Viability measures and processes

The committee members are working to develop spread-

sheets for all branches of the company that outline the targeted issues by site.

These spreadsheets will assist in decision making efforts moving forward into the next phase of the timeline.

Career Track Committee

The Career Track committee is developing a more effective evaluation system that is focused on employees' career tracks within the company provide competitive wages, which will create retention in the company, and reduce time and money spent on training new staff.

This will also allows us to hire the best people with the best skills sets. This will assure improve: excellent leadership, commitment,

retention, best outcomes for clients and stakeholders, cost efficiency, foster a positive work environment, reduce time and resources spent on training and hiring.

We will ensure employees are supported and encourage their long-term success.

We distributed a survey to Intervention staff complete and will be meeting as a committee to discuss the results.

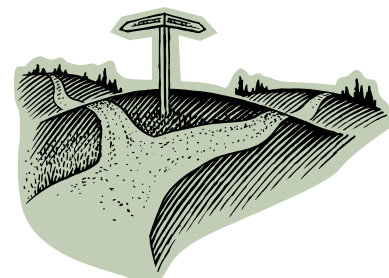
This survey is focused on

what staff prefers in a career track. Specifically, we want to determine what our staff value in their job and in their future.

We also will look to see if the location of the office has any impact on the our employee's response. We will take into account what employees feel should be taken into account when considering merit.

Our goal is to provide a successful place to employees

to work, feel valued and supported so they know that they are providing the best service available to our clients state-wide.



Save the Date!

- **August 15, 2014 Centennial Field Services Office Community Service Project:** In conjunction with **Mile High United Way in Denver**, the office is putting together school supplies for children in Jefferson, Adams, Arapahoe, Denver and Douglas Counties.
- **August 16, 2014 and September 13, 2014- Golden Field Services Office Community Service Project.** On these dates, office staff will be cleaning the north and south sides of the street on Colfax Avenue from Interstate 70 to 6th Avenue.
- **August 2, 2014-Intervention participation in the MADD Walk**
Intervention employees have created a team to help support an end to drunk driving
- **August 22, 2014-Intervention participation in Flip Flop Friday for Victims**
An annual fund raiser in which employees will participate to support the Victim Assistance Emergency Fund. Employees submit a small fee to wear flip flops. A great “fun raiser” for a great cause!
- **October 7, 2014, 11:30am-2:00pm Jefferson and Gilpin County Field Services Open House**
Location: 17720 S. Golden Road Golden, CO 80401..Guests will be taken on a brief tour of our Golden offices. A light lunch will also be provided. There will be a display of all technology, monitoring services, and information about other programming available at Intervention offices in the 1st Judicial District.

Guests were provided a light lunch, taken on a tour of the office, and learned about the services and programs Intervention offers in Boulder County.

There were several representatives from probation, treatment, support agencies, the district attorneys office, municipalities (including the City of Longmont), colleges and universities (including the University of

Colorado, Front Range Community College and IBMC) . The photo above is a group of probation officers from the City of



Longmont Field Services Office
Open House Event on June 19, 2014.

Longmont asking questions about programming and services provided in Longmont.

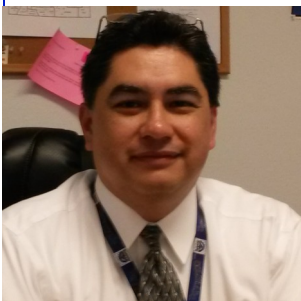


Intervention employees being recognized for their quality service and dedication to their work at the Rockies Game on July 26, 2014 at Coor's Field



Intervention staff attending the Cultural Diversity training on June 27, 2014 with Larry Davis, Trainer from State Probation

Intervention Victim Services Update



Randy Saucedo
Director of Victim Services

The Colorado Constitution requires that victims of certain crimes have the right to be treated with dignity, fairness and respect.

They also have the right to be provided notification of all critical stage events for those offenders

who are under probation supervision.

The Victim Services Unit at Intervention has the responsibility of providing notification services and assistance to those victims of crime that have opted in for services.

This unit comprises of the statewide coordinator, 3 VALE Grant funded victim services specialists and 3 case managers / victim service specialists.

Their role is to ensure that the Colorado Crime Victim Rights Amendment (VRA) is followed and enforced in the respective offices. Cur-

rently, the victim services specialists have over 300 victim notification (VNOT) cases throughout our field offices and community corrections.

Those victims that have opted in for notification are provided a variety of critical stage event notifications including, but not limited to, initial notifications, revocations, warrants and terminations.

The Victim Services Unit also provides victims with community referrals, assistance with accessing financial resources like Crime Victim Compensation, protection orders and informa-

tion about the criminal justice system.

Three of the victim services specialists are grant funded from the Victim Assistance Law Enforcement Fund (VALE). Specifically, the victim advocates in the Golden, Westminster and Grand Junction field offices receive funding to provide these needed services for victims.

This funding also allows Intervention to pursue victim training opportunities. Please contact this unit for all victim service needs.

Featured Intervention Staff

Intervention takes pride in its employees who are committed the service of clients, the community, and our stakeholders.
These employees are recognized for their dedication to their part of the Intervention Mission.



Gary Heeney
Controller
Intervention Head Quarters

Delighted and saddened, we announce Controller Gary Heeney is retiring in August 2014. Starting at Intervention July 1998 as Controller, he retires in the same position he began.

Gary stated that he will miss his coworkers and daily challenges the most. One of Gary's fondest memories include

"when Intervention Community Correction Services started in Lakewood".

Gary continued on, commending management for how they work hard at continuing to progress and providing excellent working conditions and resources to their employees.

Gary has been an asset to Intervention and been a big part of the growth and success of the company. We thank Gary for his dedication and service. Intervention appreciates all He has done over the years. He will be missed



Jodi Lopez
Client Account Manager
ICCS-Kendall

Jodi Lopez is well known within the company for her commitment and endless support.

Jodi is a Client Account Manager at ICCS Kendall In Lakewood.

Jodi started in 1994 as a Bookkeeper for the previous Community Corrections provider in Jefferson County.

"I love working with my Case managers. We all get along and have a great time, even while working," expressed Jodi. "We have come such a long way since I started 20 years ago."

Case Managers and Supervisors alike, appreciate everything that Jodi does. Director of Finance and Administration, Sandy Estell describes Jodi as "the leader of client financial management at ICCS and a main resource for client account managers at other ICCS facilities.

Although she is a Raiders fan, we still love her." We thank Jodi for her dedication to intervention!



Ernie Rodarte
Lead Case Manager
Field Services-
Fort Morgan

Fort Morgan's new, lead Case Manager, Ernie Rodarte, started with Intervention in 2010. Born and raised in Fort Morgan, Ernie is thankful for the opportunity to give back to the community he loves.

Ernie says there are several aspects of the job he likes, even though at times it "feels like a high school reunion."

His favorite part of Intervention is "the people I work with. They have been cardinal to my growth as an individual in this small, humble Fort Morgan office.... Everyone has been so helpful and cooperative."

Ernie also likes the fact that Intervention "is a jack of all trades...a variety of areas we serve."

Working together helps

make Intervention such a supportive place to work. Ernie says, "everyone likes feeling appreciated and needed." Ernie is appreciated and we thank him for his support to Intervention.

August 2014



The best way to
predict the future
is to create it
-Peter Druker

Intervention's Mission

To enhance client success and public safety through quality integrated services and collaboration with community partners.

Intervention, Inc

1333 W. 120th Avenue;
Suite 101
Westminster, CO 80234
Phone: 303-450-600
Fax: 303-450-4100

Kelly Sengenberger
Chief Executive Officer

Jim Greco
Chief Operations Officer

Julie Stransky
Director of Field Services

Gregg Kildow
Director of Community
Corrections

Judy Eaton
Director of Marketing

Randy Saucedo
Director of Victim Services

Organization Core Values

Respect

Treat clients and the community with dignity and respect.
Demonstrate cultural competency in all services and interactions.

Honesty and Integrity

Demonstrate trustworthiness with clients, the community, and each other.

Accountability and Responsibility

Develop, implement and sustain programs and services that enhance client success and accountability. Follow through with agency commitments and agreements regarding program services. Collaborate with all agency partners in the delivery of services to ensure continuity of care and client success.

Professionalism

Support and provide staff with training, on-going administrative support and the tools necessary to do their jobs as effectively and efficiently as possible, while focusing on client success, accountability and community safety. Allocate the resources necessary to maintain a reasonable staff to client ratio. Provide highest quality customer service at all levels.

Compassion and Empathy

Maintain a professional work environment that promotes understanding, courtesy, and equality. Interact with clients, victims, staff and the community with understanding, courtesy, and fairness. To develop victim services programming through the development of grants, research informed practices, enhanced training, and/or volunteers/interns.

**More information available
on our Website**

www.int-cjs.org